

IN THE CLAIMS

1. (currently amended) A system for providing an information assistance service comprising:

a database;

an interface for receiving, from a plurality of parties, communication calls requesting information, the database being searched for the requested information, the requested information including at least connection information associated with a destination party desired by at least one of the parties;

a mechanism for connecting a communication call from the at least one party to a communication device associated with the destination party based on the connection information;

one or more devices for generating data in processing the communication calls;
and

a processor for deriving statistical information from the data, the statistical information being used for responding to information requests in future communication calls.

2. (original) The system of claim 1 wherein one or more of the communication calls are initiated from a mobile device.

3. (original) The system of claim 2 wherein the mobile device includes a wireless telephone.

4. (original) The system of claim 2 wherein the mobile device includes a personal information manager (PIM).

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5. (original) The system of claim 1 comprising a call center.
6. (original) The system of claim 1 wherein the interface includes a switching facility.
7. (original) The system of claim 1 wherein the one or more devices include a facility for accessing the database.
8. (original) The system of claim 1 wherein the data concerns events of searching for entities.
9. (previously presented) The system of claim 8 wherein the statistical information concerns search categories.
10. (previously presented) The system of claim 8 wherein the statistical information concerns selected entities.
11. (original) The system of claim 10 wherein the selected entities are selected as a function of the numbers of searches for the respective selected entities.
12. (original) The system of claim 11 wherein the selected entities include restaurants.
13. (original) The system of claim 11 wherein the selected entities include movies.
14. (currently amended) The system of claim 1 wherein the requested information concerns also includes travel directions.

15. (currently amended) A system employed by an information assistance service for providing ~~a communications service~~ information assistance comprising:

an interface for receiving, from a user, a plurality of information assistance requests;

a mechanism responsive to the information assistance requests for assisting [[a]] the user to establish communication connections to third parties unaffiliated with the information assistance service;

one or more devices for generating data in establishing the communication connections;

a processor programmed to track for the user a subset of the communication connections based on the data, the number of communication connections in the subset being predetermined;

a server for providing information concerning the subset of the communication connections at a predetermined data location accessible to the user.

16. (original) The system of claim 15 wherein the predetermined data location is accessible through a communication network.

17. (original) The system of claim 16 wherein the communication network includes at least part of an Internet.

18. (original) The system of claim 15 wherein the predetermined data location includes a uniform resource locator (URL).

Claim 19 (cancelled).

20. (currently amended) The system of claim ~~19~~ 15 wherein one or more of the

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~~communication calls~~ information assistance requests are initiated from a mobile device.

21. (original) The system of claim 20 wherein the mobile device includes a wireless telephone.

22. (original) The system of claim 20 wherein the mobile device includes a PIM.

23. (original) The system of claim 15 comprising a call center.

24. (original) The system of claim 15 wherein the data concerns an occurrence of an event in assisting the user to establish at least one of the communication connections.

25. (original) The system of claim 24 wherein the event concerns a search for an entity to which the at least one communication connection is established.

26. (original) The system of claim 25 wherein the search is conducted using a data source associated with the user.

27. (original) The system of claim 26 wherein the data source contains contacts information.

28. (original) The system of claim 27 wherein the data source is identified by a telephone number of the user.

Claims 29-50 (cancelled).

51. (currently amended) A method for providing an information assistance service

comprising:

receiving, from a plurality of parties, communication calls requesting information;
searching a database for the requested information, the requested information
including at least connection information associated with a destination party desired by at
least one of the parties;

connecting a communication call from the at least one party to a communication
device associated with the destination party based on the connection information;

generating data in processing the communication calls; and

deriving statistical information from the data, the statistical information being
used for responding to information requests in future communication calls.

52. (original) The method of claim 51 wherein one or more of the communication
calls are initiated from a mobile device.

53. (original) The method of claim 52 wherein the mobile device includes a
wireless telephone.

54. (original) The method of claim 52 wherein the mobile device includes a PIM.

55. (original) The method of claim 51 wherein the data concerns events of
searching for entities.

56. (previously presented) The system of claim 55 wherein the statistical
information concerns search categories.

57. (previously presented) The method of claim 55 wherein the statistical
information concerns selected entities.

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58. (original) The method of claim 57 wherein the selected entities are selected as a function of the numbers of searches for the respective selected entities.

59. (original) The method of claim 58 wherein the selected entities include restaurants.

60. (original) The method of claim 58 wherein the selected entities include movies.

61. (currently amended) The method of claim 51 wherein the requested information ~~concerns~~ also includes travel directions.

62. (currently amended) A method employed by an information assistance service for providing ~~a communications service~~ information assistance comprising:
receiving, from a user, a plurality of information assistance requests;
in response to the information assistance requests, assisting [[a]] the user to
establish communication connections to third parties unaffiliated with the information
assistance service;

generating data in establishing the communication connections;
tracking for the user a subset of the communication connections based on the data,
the number of communication connections in the subset being predetermined; and
providing the information concerning the subset of the communication
connections at a predetermined data location accessible to the user.

63. (original) The method of claim 62 wherein the predetermined data location is accessible through a communication network.

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64. (original) The method of claim 63 wherein the communication network includes at least part of an Internet.

65. (original) The method of claim 62 wherein the predetermined data location includes a URL.

Claim 66 (cancelled).

67. (currently amended) The method of claim ~~66~~ 62 wherein one or more of the communication calls are initiated from a mobile device.

68. (original) The method of claim 67 wherein the mobile device includes a wireless telephone.

69. (original) The method of claim 67 wherein the mobile device includes a PIM.

70. (original) The method of claim 62 wherein the data concerns an occurrence of an event in assisting the user to establish at least one of the communication connections.

71. (original) The method of claim 70 wherein the event concerns a search for an entity to which the at least one communication connection is established.

72. (original) The method of claim 71 wherein the search is conducted using a data source associated with the user.

73. (original) The method of claim 72 wherein the data source contains contacts information.

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74. (original) The method of claim 72 wherein the data source is identified by a telephone number of the user.

Claims 75-92 (cancelled).